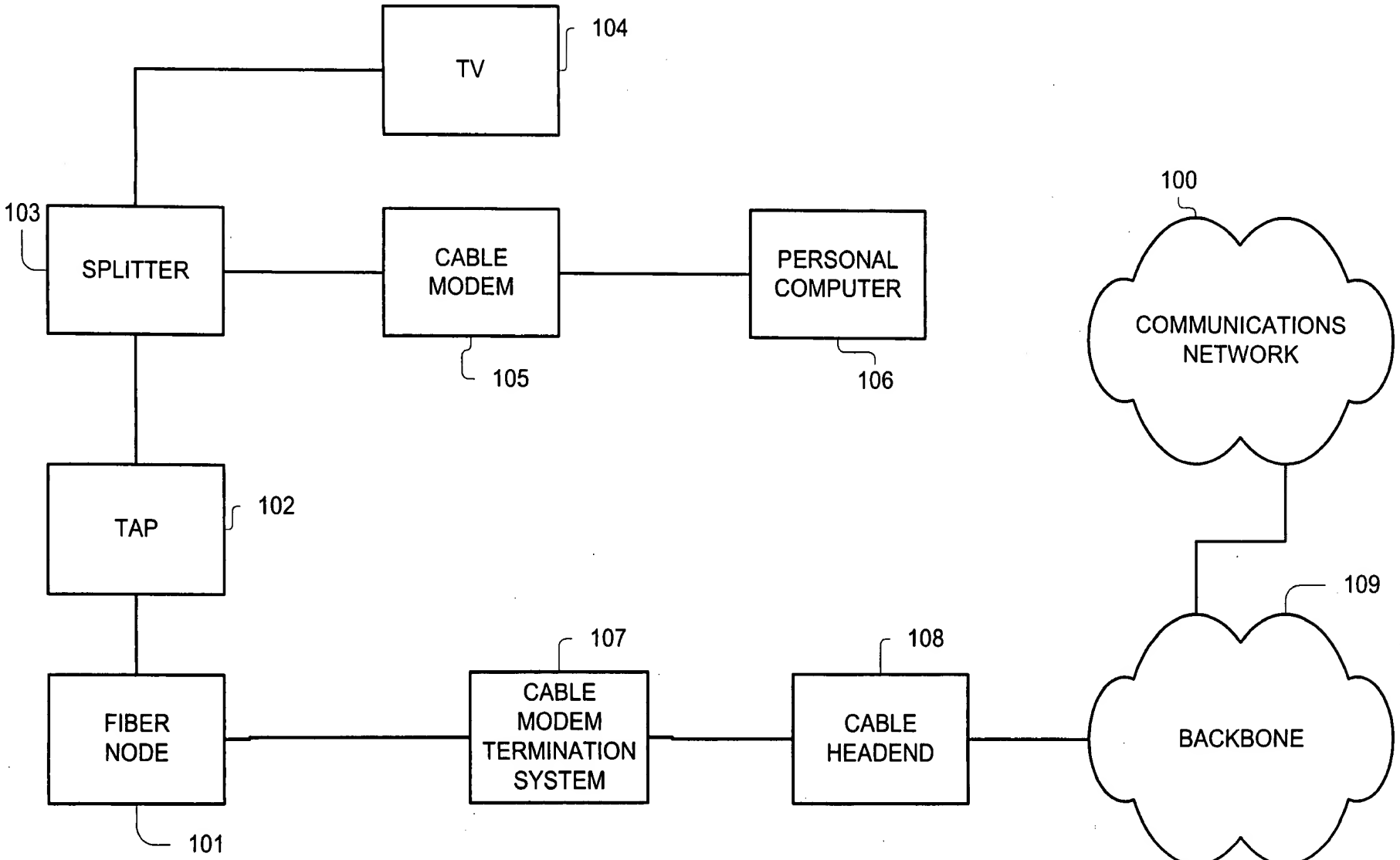
TOTT90 "890n8260

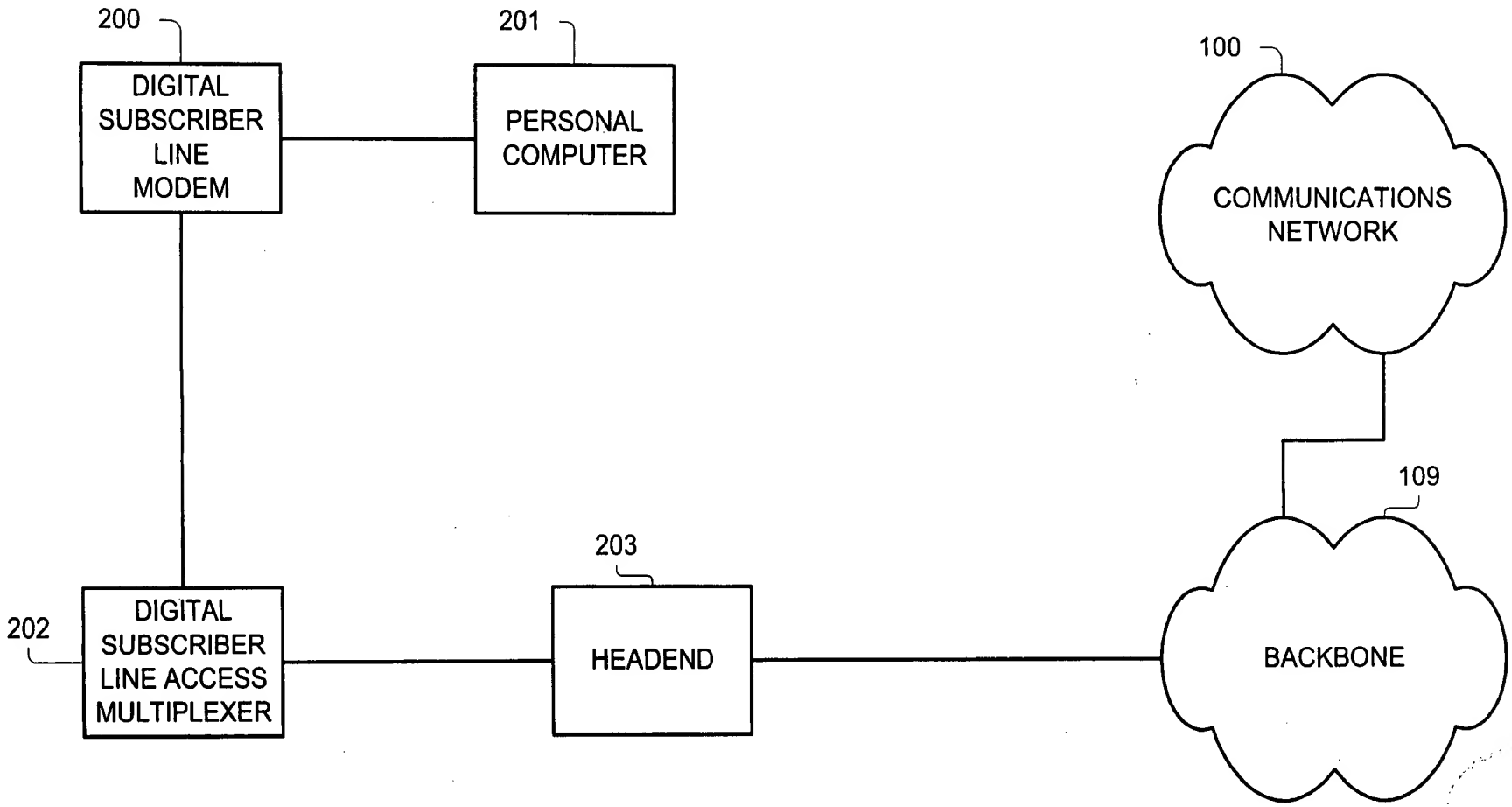
FIGURE 1



BACKGROUND ART

TOTT90 890n8260

FIGURE 2



BACKGROUND ART

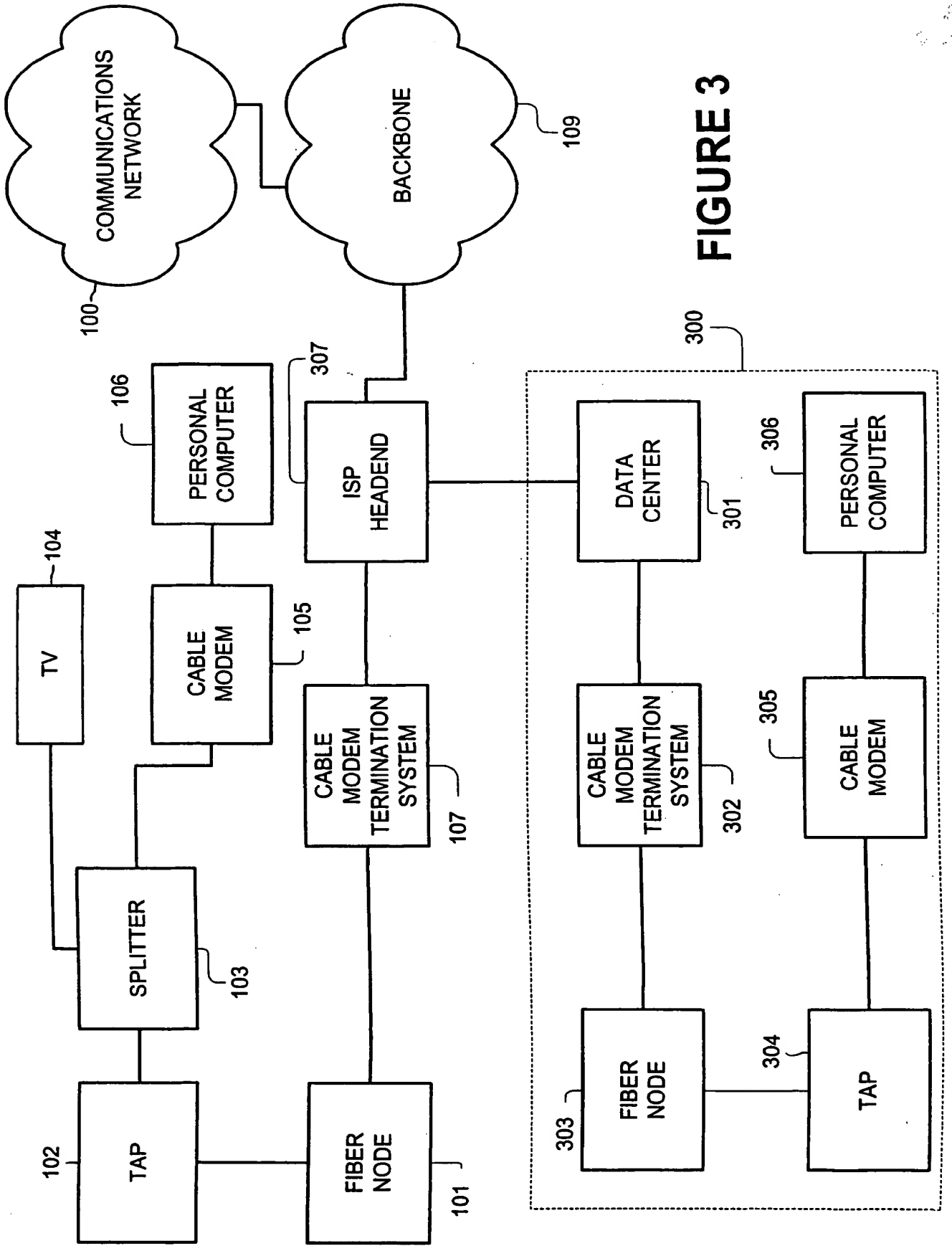


FIGURE 3

Tofs90:850+8260

TOTF90"890h8260

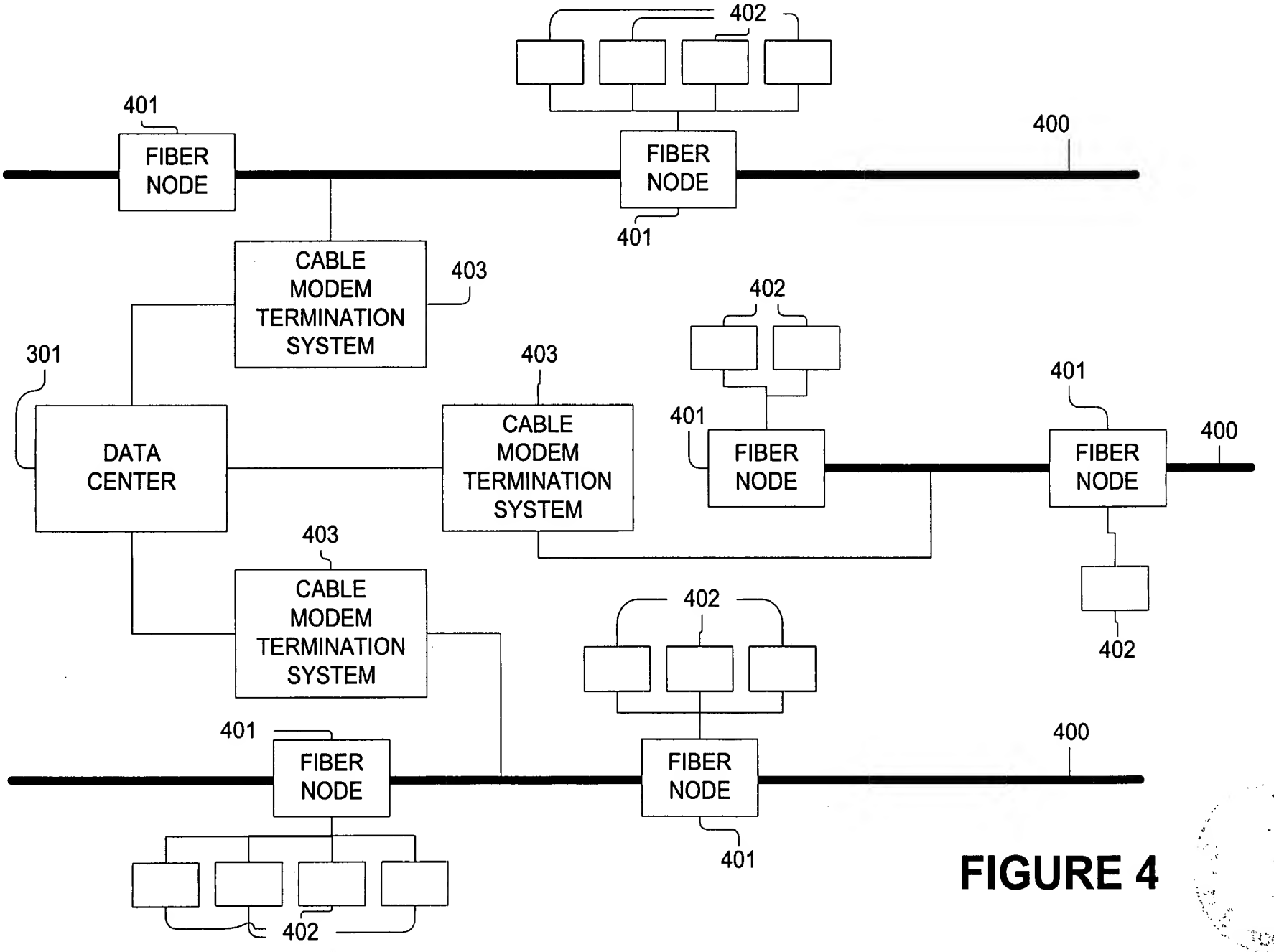


FIGURE 4

TOTT90 "890x8760

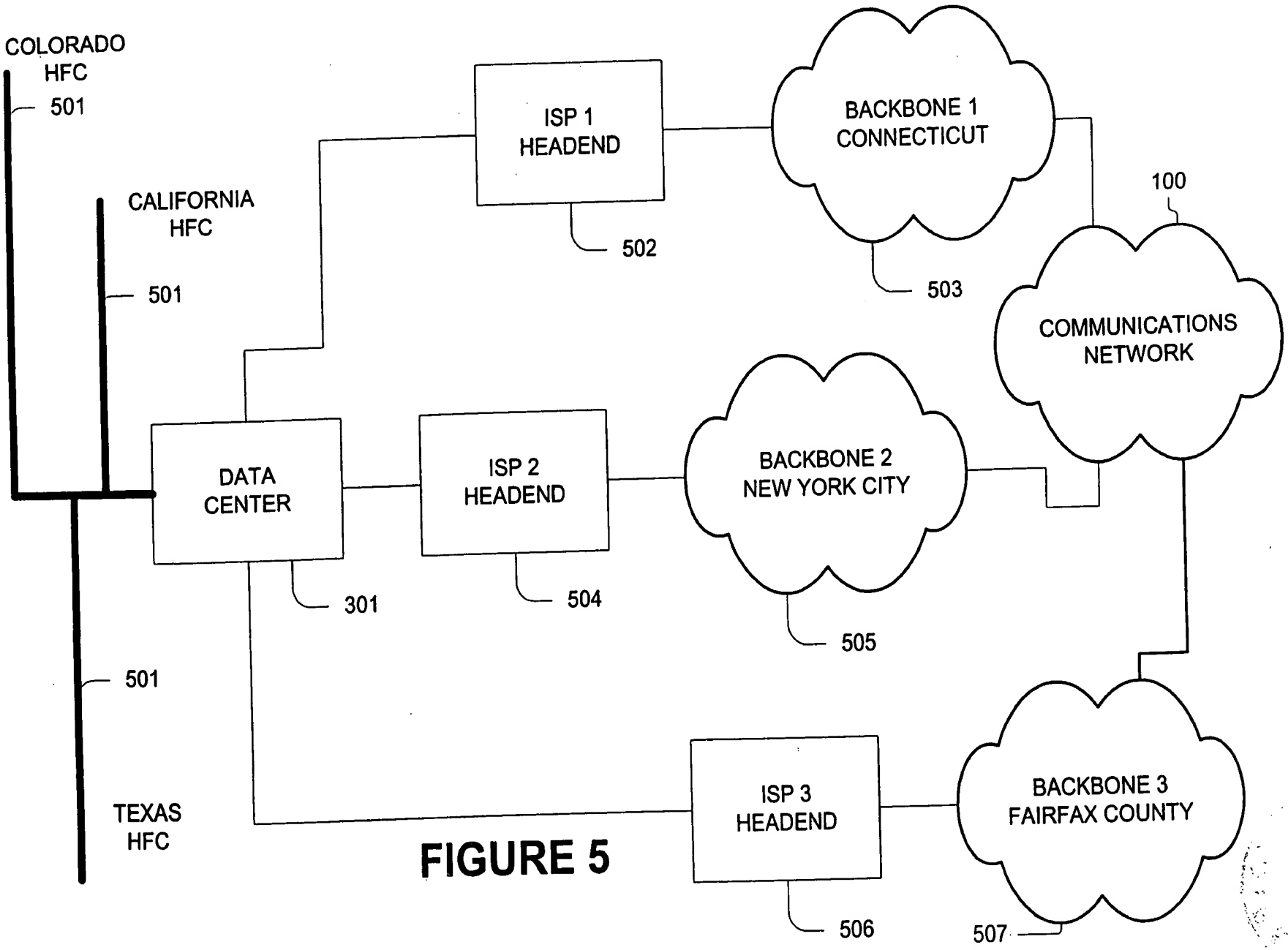


FIGURE 5

SERIAL NO: 09/784,068
INV: Ron DOBES et al.
DOCKET # 202385US-8
SHEET 5 OF 15

TOFF90"890R8260

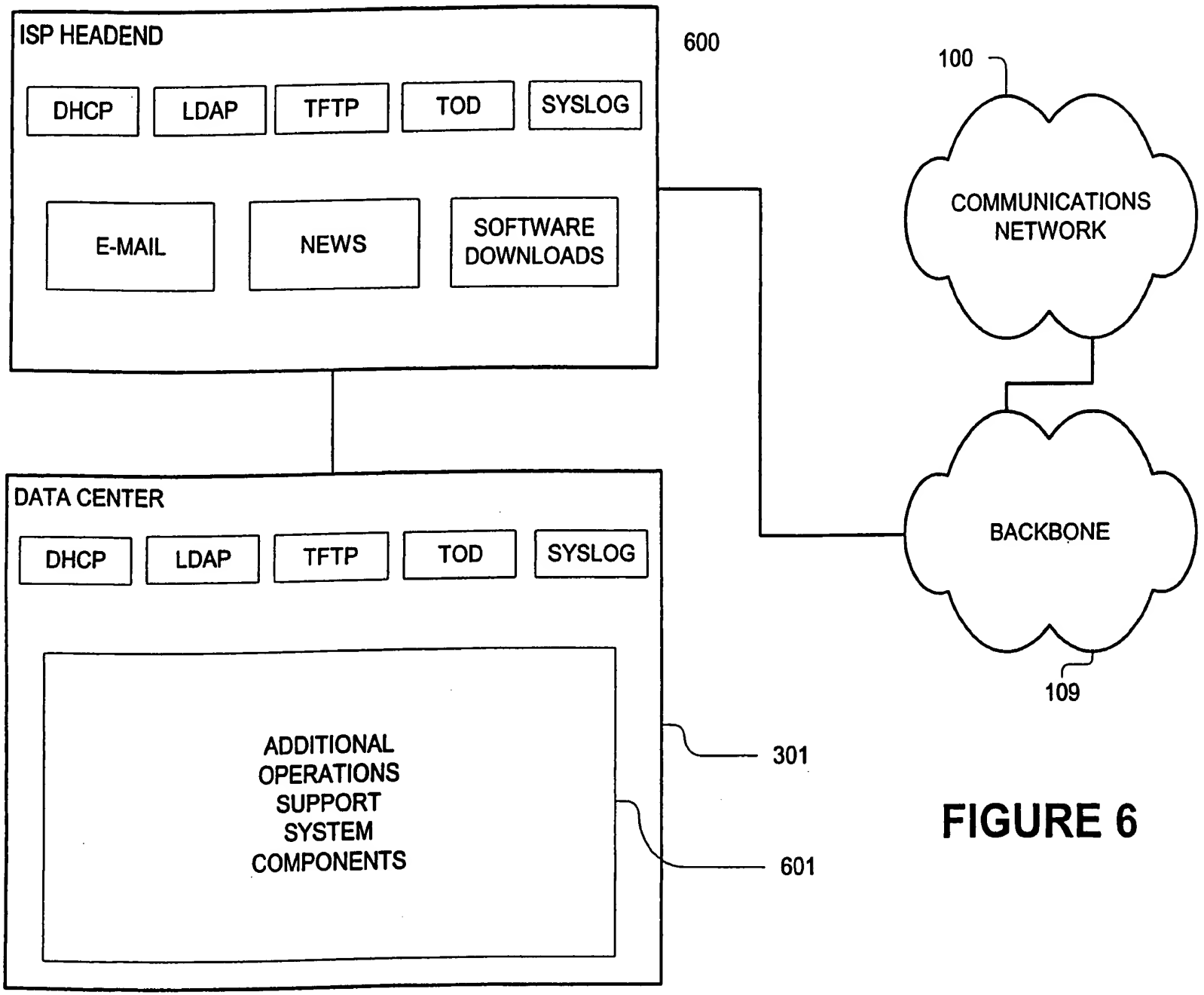


FIGURE 6

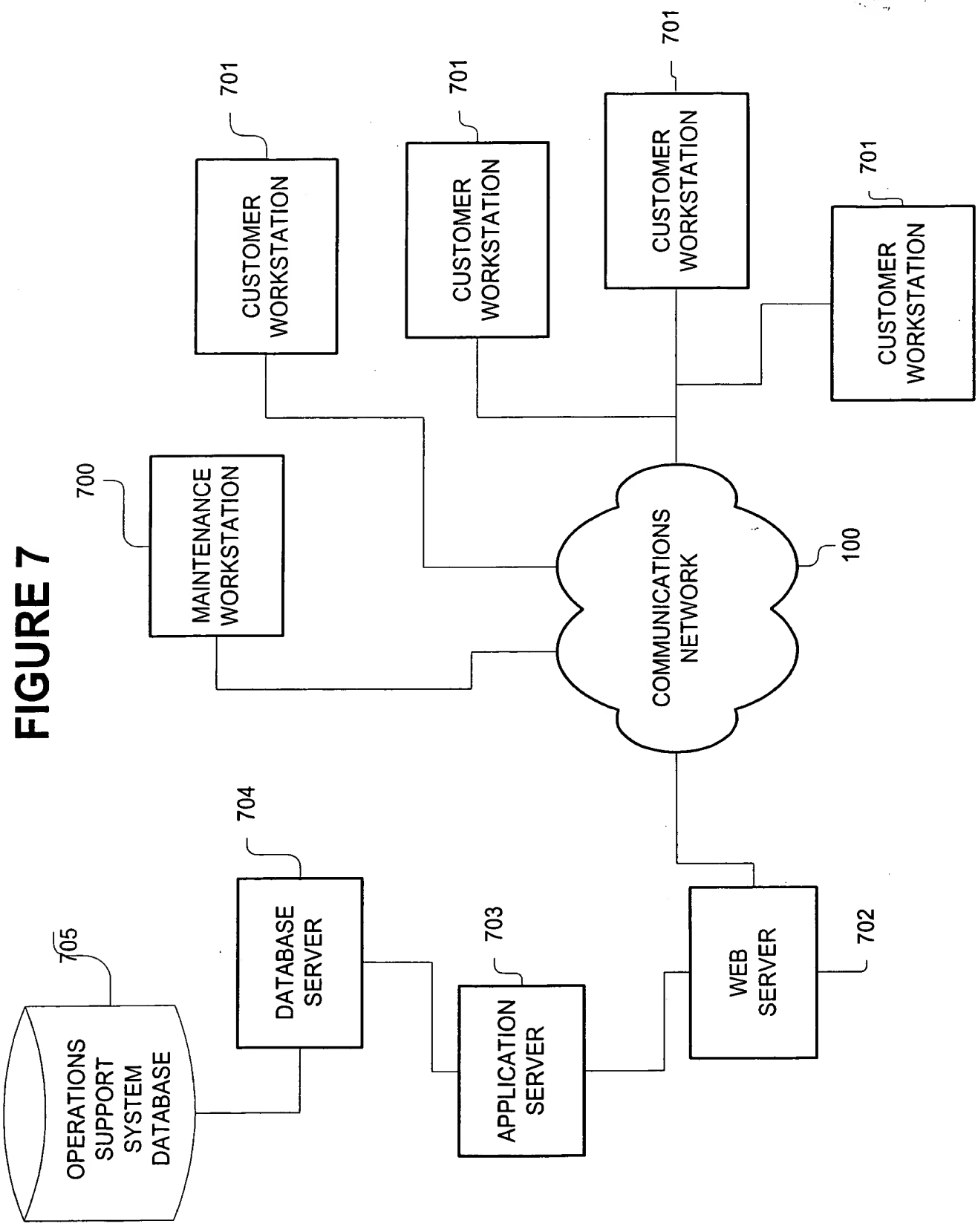
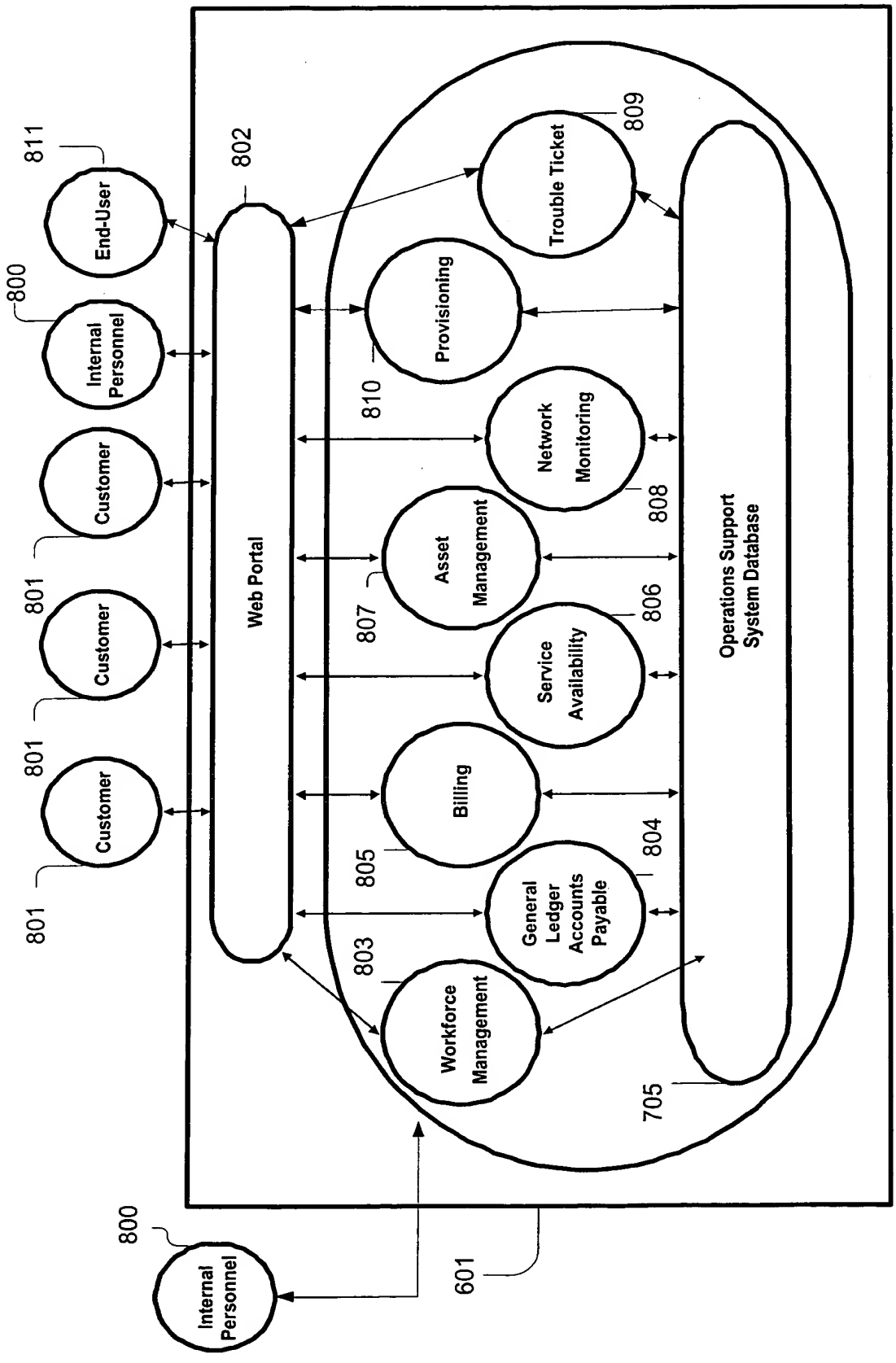

701
CUSTOMER WORKSTATION
701
CUSTOMER WORKSTATION
701
CUSTOMER WORKSTATION
701
CUSTOMER WORKSTATION
700
MAINTENANCE WORKSTATION
COMMUNICATIONS NETWORK
100
704
DATABASE SERVER
703
APPLICATION SERVER
WEB SERVER
702
705
OPERATIONS SUPPORT SYSTEM DATABASE

FIGURE 7

FIGURE 8


800
Internal Personnel
601
705
Operations Support System Database
Web Portal
802
811
End-User
800
Internal Personnel
801
Customer
801
Customer
801
Customer
803
Workforce Management
805
Billing
804
General Ledger Accounts Payable
806
Service Availability
807
Asset Management
808
Network Monitoring
810
Provisioning
809
Trouble Ticket

TOTE90"890h8260

FIGURE 9

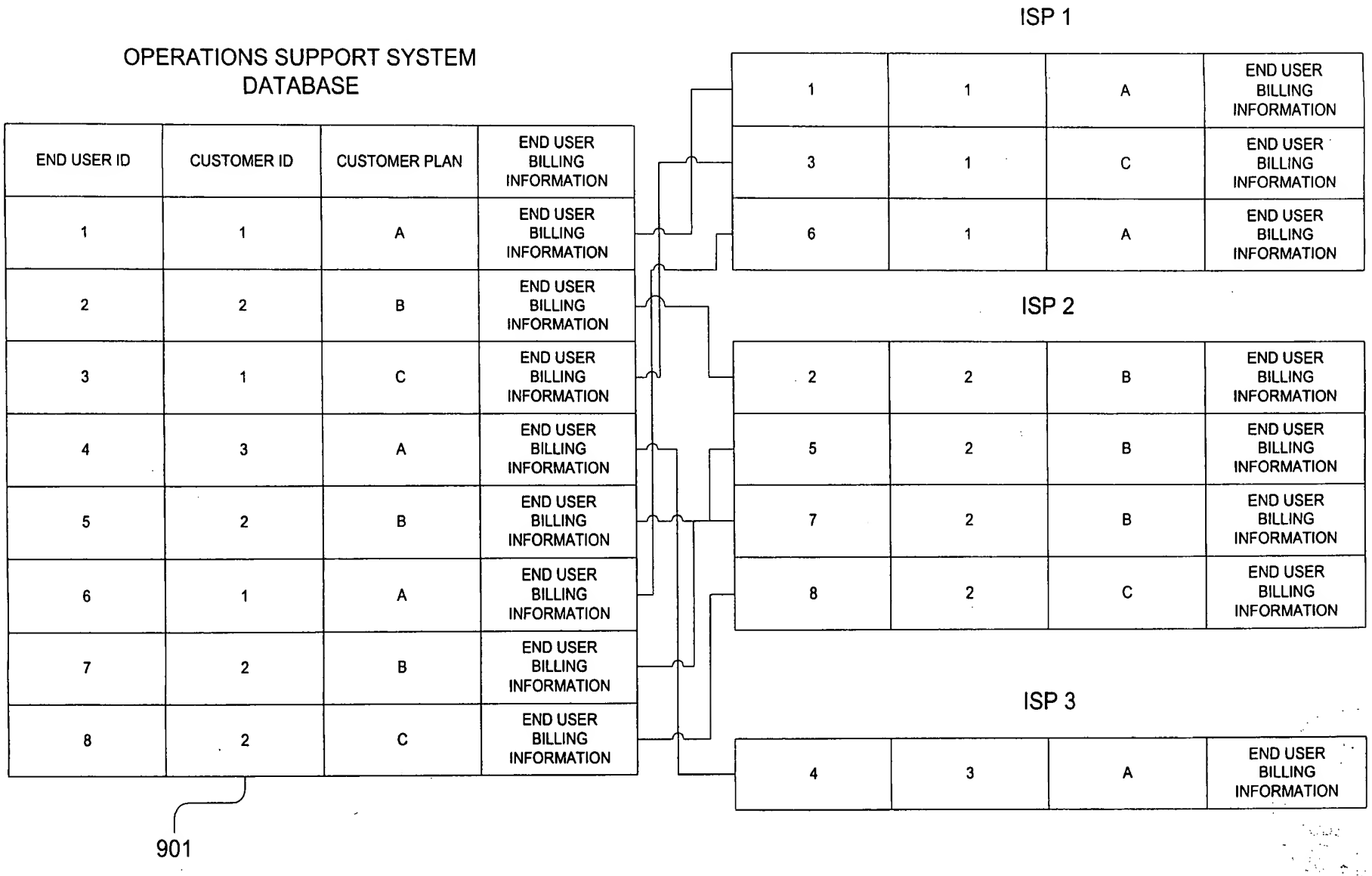


FIGURE 10

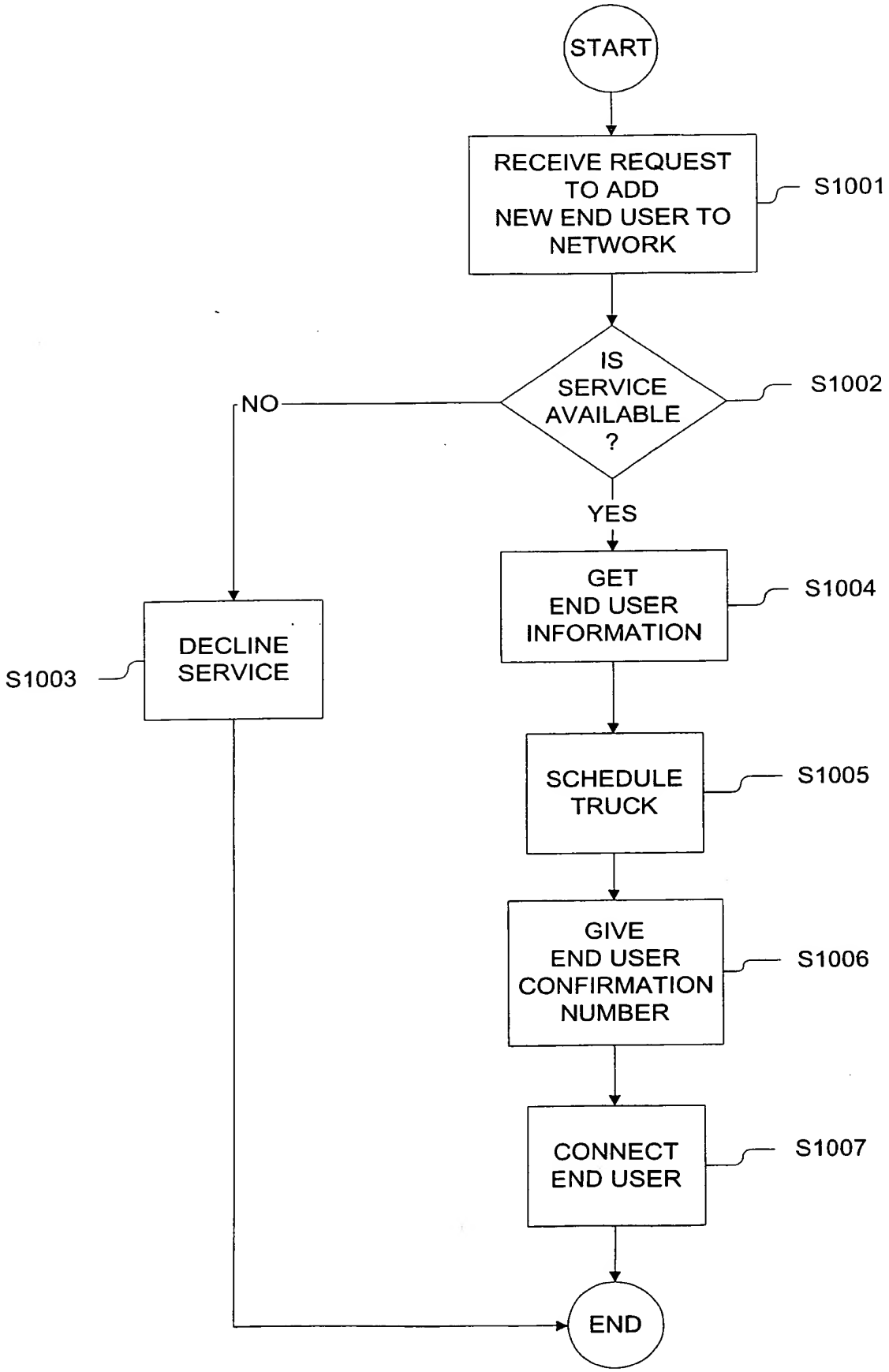
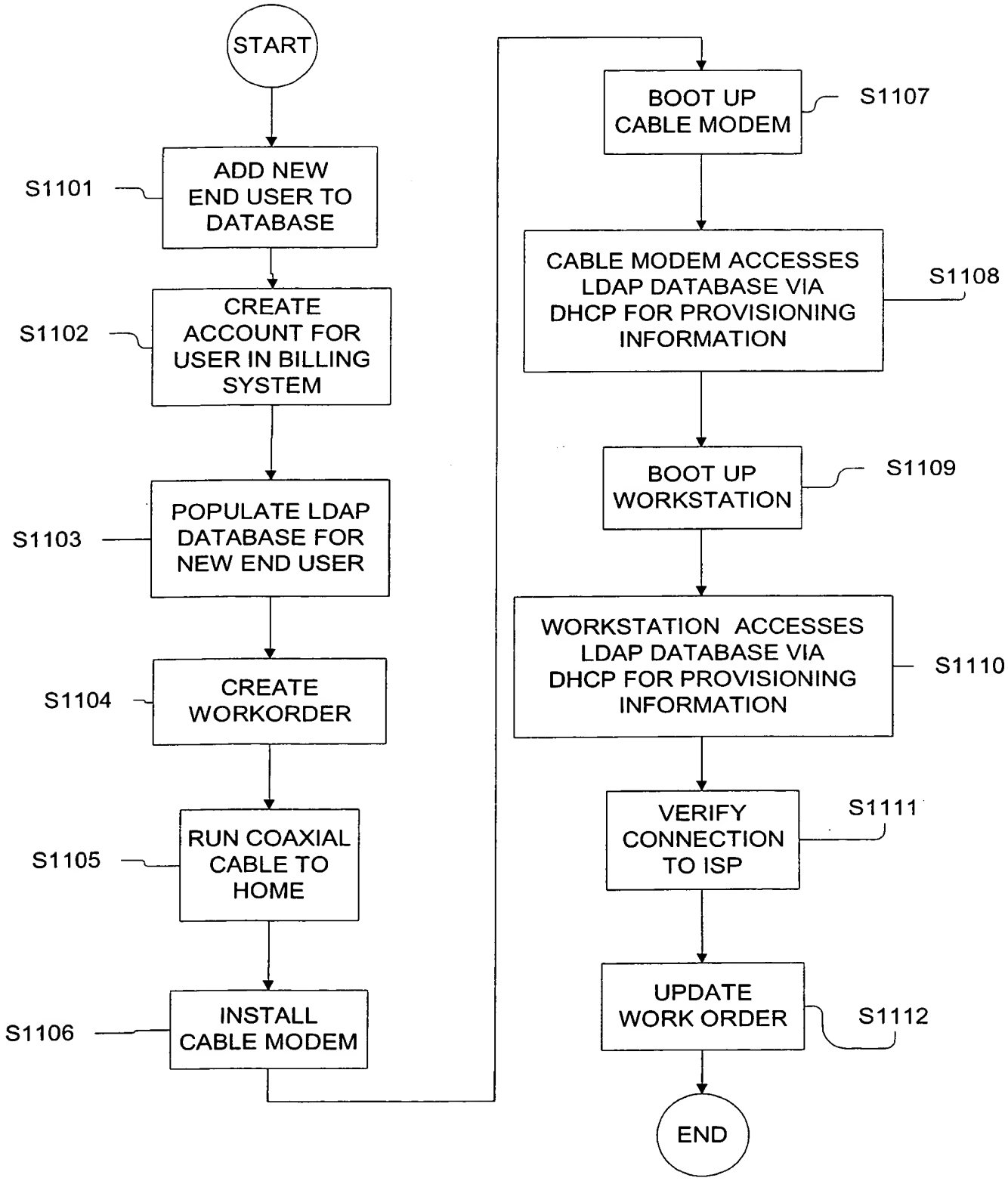

START
RECEIVE REQUEST TO ADD NEW END USER TO NETWORK
S1001
IS SERVICE AVAILABLE ?
S1002
NO
YES
DECLINE SERVICE
S1003
GET END USER INFORMATION
S1004
SCHEDULE TRUCK
S1005
GIVE END USER CONFIRMATION NUMBER
S1006
CONNECT END USER
S1007
END

FIGURE 11



09784068-081401

FIGURE 12

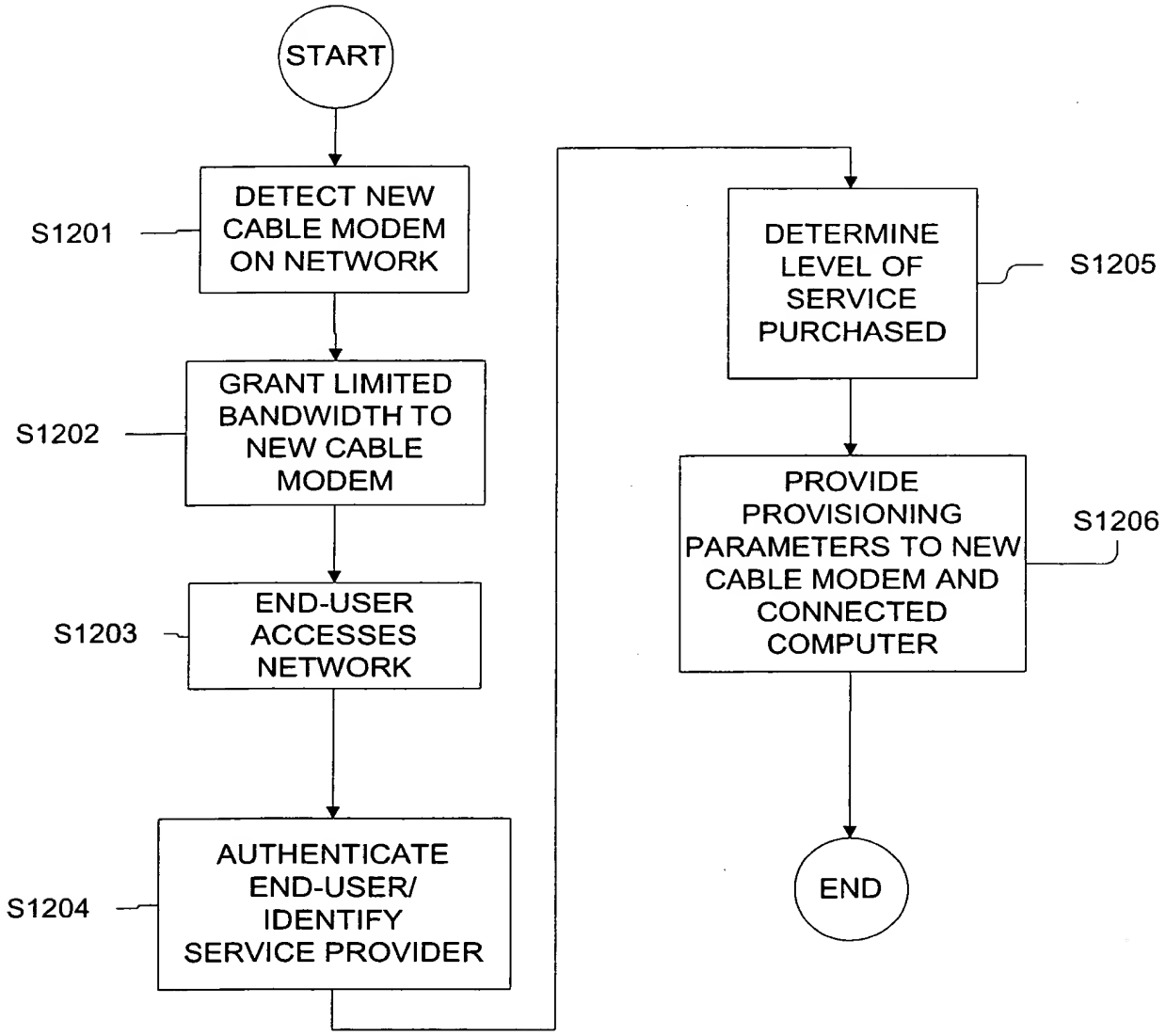


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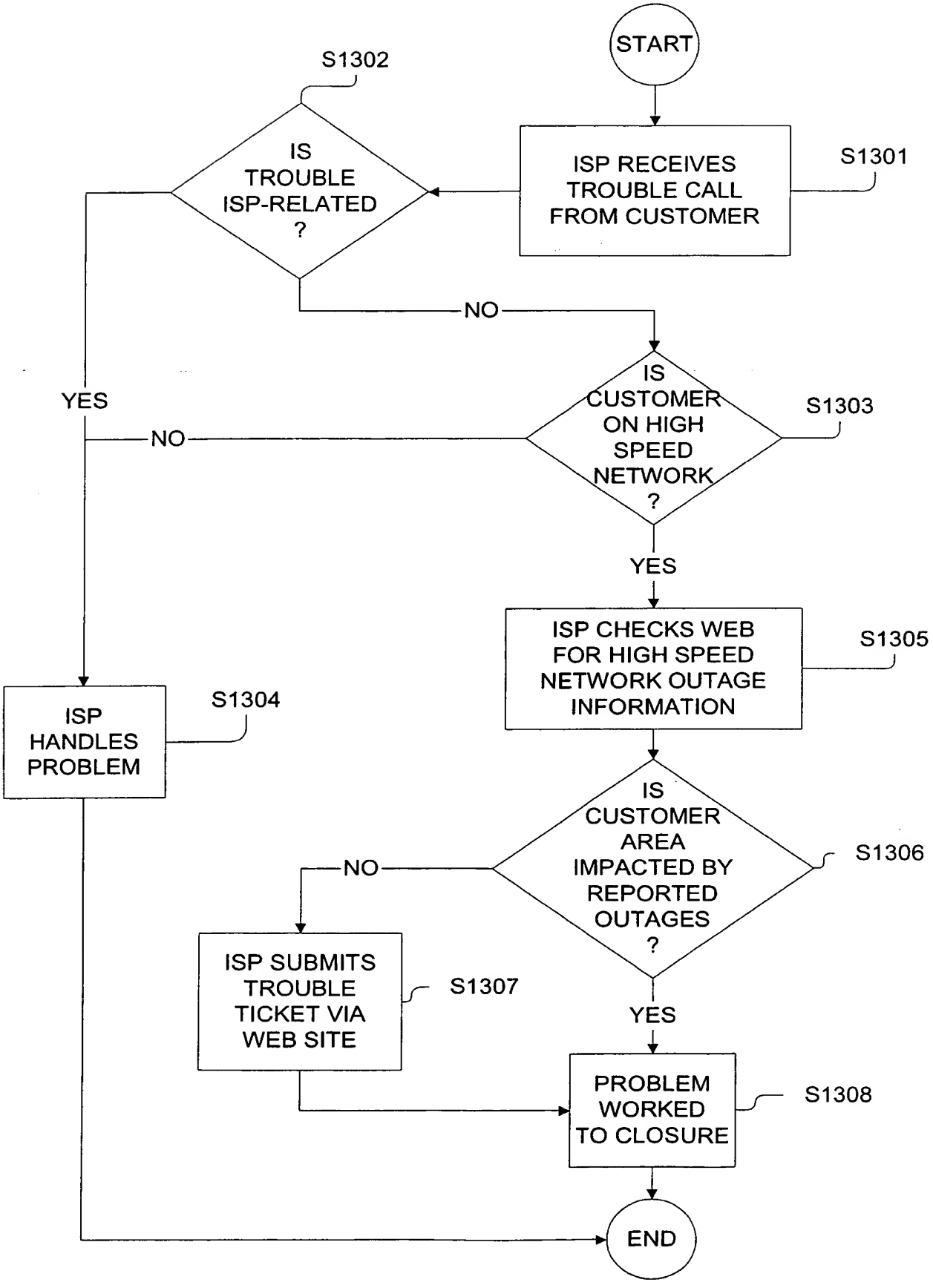
FIGURE 13



20070204.0904

FIGURE 14

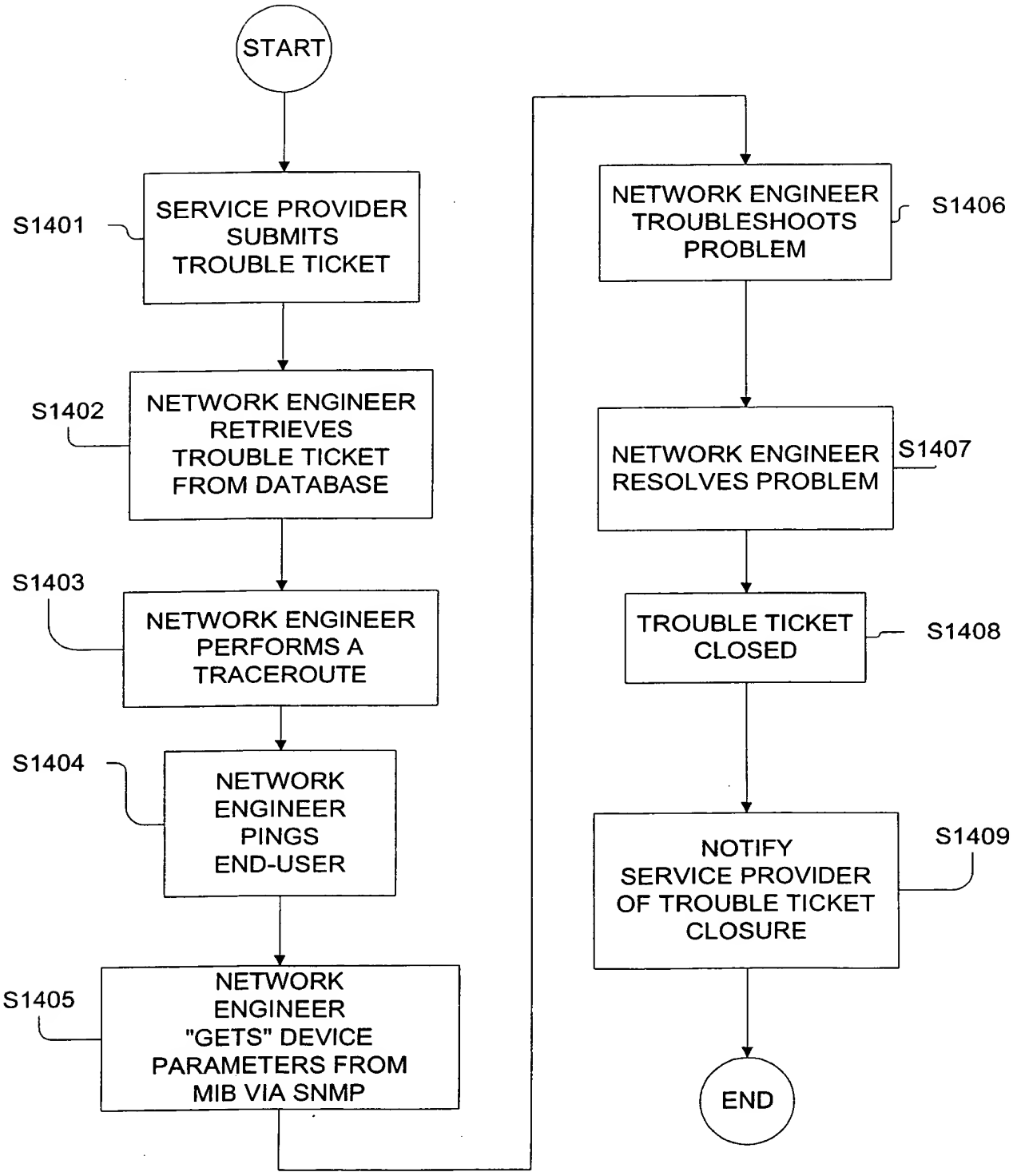
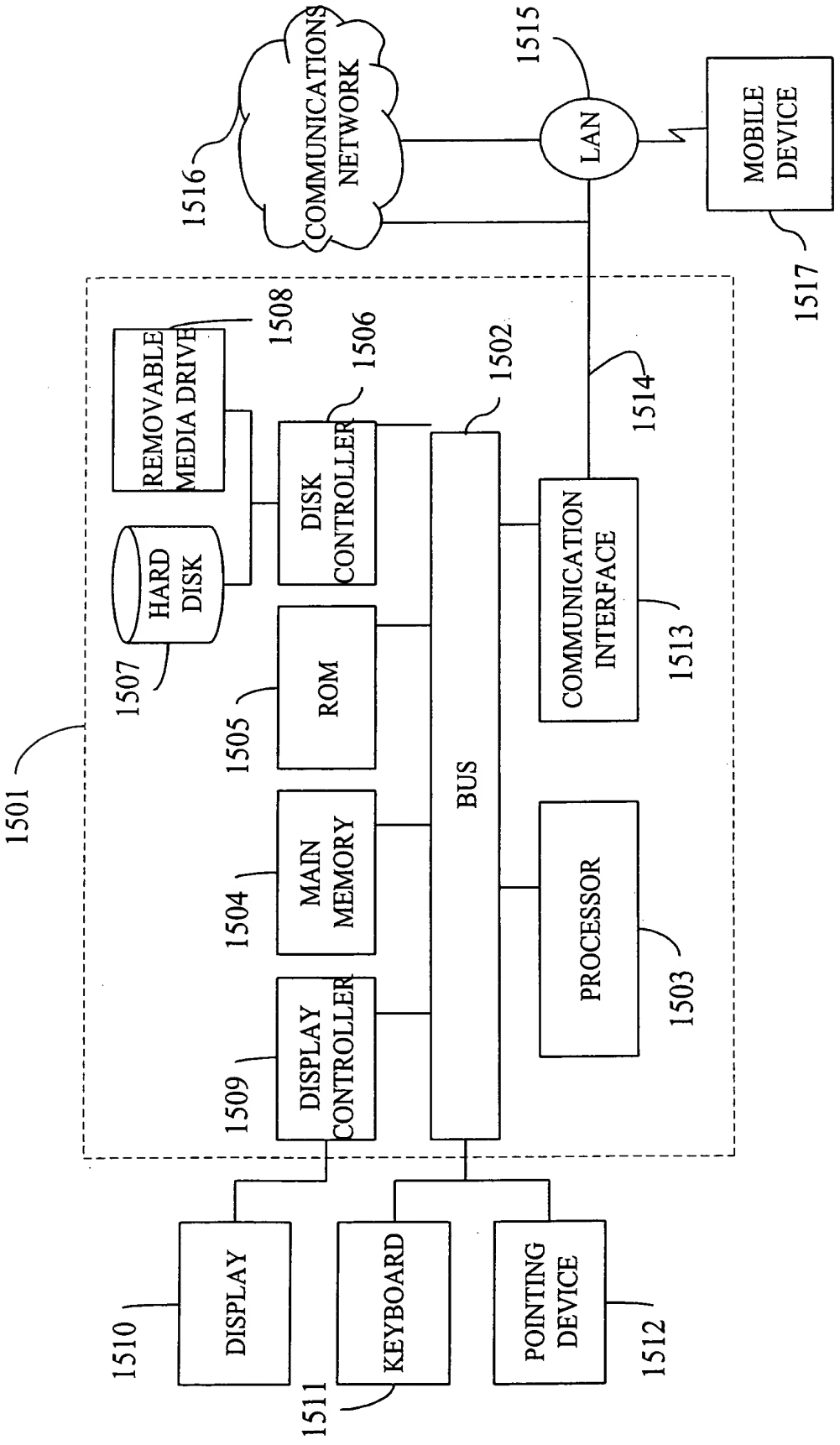

START
S1401
SERVICE PROVIDER SUBMITS TROUBLE TICKET
S1402
NETWORK ENGINEER RETRIEVES TROUBLE TICKET FROM DATABASE
S1403
NETWORK ENGINEER PERFORMS A TRACEROUTE
S1404
NETWORK ENGINEER PINGS END-USER
S1405
NETWORK ENGINEER "GETS" DEVICE PARAMETERS FROM MIB VIA SNMP
S1406
NETWORK ENGINEER TROUBLESHOOTS PROBLEM
S1407
NETWORK ENGINEER RESOLVES PROBLEM
S1408
TROUBLE TICKET CLOSED
S1409
NOTIFY SERVICE PROVIDER OF TROUBLE TICKET CLOSURE
END

FIGURE 15


1501
1502
1503
1504
1505
1506
1507
1508
1509
1510
1511
1512
1513
1514
1515
1516
1517
COMMUNICATIONS NETWORK
LAN
MOBILE DEVICE
REMOVABLE MEDIA DRIVE
HARD DISK
DISK CONTROLLER
ROM
MAIN MEMORY
DISPLAY CONTROLLER
BUS
COMMUNICATION INTERFACE
PROCESSOR
DISPLAY
KEYBOARD
POINTING DEVICE